Job Description

Job title	Living Well Assistant
Hours	Casual contract – zero hours
Salary	£14.73 per hour, including rolled-up holiday pay
Team/department	Living Well at Home Service (Rushcliffe Team)
Base	Home, with expectation of working in the community and attendance at Age UK Nottingham & Nottinghamshire office locations
Reporting to	Care and Support Manager

Working for Age UK Notts

At Age UK Nottingham & Nottinghamshire everything we do contributes to a better future for older and/or vulnerable people.

We raise millions of pounds worth of benefits each year, provide information and advice to help people make informed decisions, we keep people safe, warm and well at home, and help them to address loneliness and social isolation. Our front-line services are backed up by first-rate infrastructure functions and excellent governance to deliver a quality experience that really makes a difference to the 20,000+ people who use our services each year.

With a powerful commitment to high standards, effective delivery, and hard work, our staff and volunteers change lives.

We look for skilled, talented, and dedicated people to be part of our teams and this Job Description outlines what you can do to contribute to our achievements.

The job, in a nutshell

As a Living Well Assistant, you will play a vital role in supporting people to live independently, confidently and well in their own homes. Working closely with individuals, families and local communities, you will provide personalised support that focuses on strengths, choice and wellbeing rather than simply completing tasks.

Key responsibilities and tasks

Housekeeping

- Provide person-centred support in accordance with individual support plans and assessed needs
- Assist individuals to maintain their home environment
- Vacuuming carpets
- Ironing & laundry
- Washing floors
- Cleaning sinks/ washbasins, baths, shower cubicles and toilets
- Dusting furniture and mirrors
- Making and changing bed linen
- Cleaning and tidying surfaces
- Emptying waste bins and disposing of the rubbish in the correct manner
- Cleaning windows, inside only (up to head height)
- Helping to put up/ take down nets and curtains
- Clearing out a cupboard
- Assist with defrosting freezers and cleaning cookers

Everyday Matters

- Assist individuals by reading/supporting them to deal with correspondence and pay bills
- Collecting prescriptions, going to the Post Office
- Assisting clients with digital skills to allow them to access support online (e.g. digital banking set up)

Social Access

- Assist individuals to access community activities, appointments and social opportunities
- Provide companionship within the home to help prevent loneliness and isolation

Welfare and Wellbeing

- Promote independence, choice, dignity and wellbeing at all times
- Complete falls prevention checks in the client's home upon initial sign up and complete check again when anything within the home changes, or where there are changes in the person's health
- Monitor wellbeing and report any concerns, incidents or changes in circumstances in line with organisational procedures
- Provide short, one-off welfare checks on clients where this has been agreed when family are unable to do so due to holiday/sickness

- Offer support to a person whilst their carer is out (Carer respite) as long as no personal care is involved (bathing, washing or toileting) and is within the hours of service operation (Mon-Fri 9am-5pm)
- Liaise with Emergency Services, if the need arises

Nutrition

- Assist individuals to prepare nutritious meals
- Prepare simple meals and snacks for client ensuring no reliance/dependency is created
- Shop with or for individual to purchase nutritious meals/ingredients for meals

Relationships

- Develop and maintain positive professional relationships with individuals, families, carers and other professionals
- Work flexibly as part of a team to deliver high-quality support services

Documentation

- Maintain accurate and timely records on CallRound which is the designated App for the service
- Follow organisational policies, procedures and relevant legislation at all times
- Report any hazards, incidents, accidents or near misses on the Bright Safe App

General

- Always respect service user confidentiality
- Promotion of the Home Support service, including leaflet drops
- To carry out the work within agreed times, guidelines and to standards set by Age UK Nottingham & Nottinghamshire
- Any other duties concerned with domestic work in the service users home as directed by the Care and Support Manager

Standard responsibilities applicable to all staff

- **Safeguarding** – keeping older and/or vulnerable people safe is of the utmost importance and there are specific policies and procedures you will be expected to know and follow.
- **Health and safety** – you should be responsible for your own health and safety and mindful of that of others. All policies and procedures should be followed at all times.

- **Equality, diversity, and inclusion** – we recognise and celebrate the diversity of our staff, volunteers, and the wider communities. All policies and procedures should be followed at all times.
- **Quality assurance** – achieving and maintaining recognised and quality standards is an integral part of our offer to the wider community.
- **Upholding our values** – our values are Respect, Integrity, Kindness and Compassion, and Inclusion (known as 'RIKI'). All staff are expected to display these values with each other, and with the people we support at all times.
- **Providing wider support for the Charity** – all staff are expected to support our efforts to fundraise through raising awareness of opportunities and sharing information. Staff and volunteers are welcome to participate in events.
- **Other reasonable duties** – other duties and tasks commensurate with the role may be required of the postholder.

Performance measures

The following measures will be used to assess performance in this role:

Housekeeping

- Service users report satisfaction with the support provided to maintain their home environment.
- Spot checks undertaken by the Area Co-ordinator reflect the feedback provided.
- Support plans are followed consistently and accurately.
- Life admin support provided accurately and in line with the individual's wishes.

Social Access

- Individuals are supported to attend agreed community activities, appointments and social opportunities.
- Positive feedback from individuals regarding companionship and reduction of social isolation.
- Evidence of supporting individuals to maintain or increase community engagement where this has been requested.

Welfare and Wellbeing

- All concerns, incidents and safeguarding issues reported in line with procedures and timescales.

- Falls prevention checks completed and recorded within required timescales.
- Welfare checks (when requested) completed as scheduled.
- Evidence of promoting independence, choice, dignity and wellbeing in service delivery.
- No missed visits or welfare checks without appropriate escalation.

Nutrition

- Individuals supported to prepare or access nutritious meals in accordance with their needs and preferences.
- Shopping support completed as agreed in support plans.
- Positive feedback from individuals regarding nutrition support.
- Evidence that support promotes independence rather than dependence.

Relationships

- Positive feedback from individuals, families and professionals.
- Professional and respectful relationships maintained at all times.
- Effective team working demonstrated through communication and cooperation with colleagues.
- No substantiated complaints relating to conduct or behaviour or the breaching/crossing of boundaries.

Documentation and Compliance

- All visit records completed accurately and on time using CallRound.
- Record keeping meets organisational and audit standards.
- Compliance with policies, procedures and mandatory training requirements.
- Attendance and punctuality standards maintained.
- No serious data protection or confidentiality breaches.

How the role is delivered

At Age UK Nottingham & Nottinghamshire, we have a Competency Framework which underpins our approach to staff and volunteers.

Core competencies (these apply to all staff at Age UK Nottingham & Nottinghamshire):

- Teamwork
- Customer focus
- Values based practice
- Quality and Compliance
- Record keeping
- Planning and organisation

Role specific competencies applicable to this role:

- Domestic Support
- Person-centred Practice
- Compliance

These competencies are embedded in the Job Description and Person Specification. To perform well in this role, these are the competencies we expect you to possess.

Working requirements and conditions

- Mobile telephone and support will be provided to enable effective remote working.
- Attendance at team meetings, training sessions, or events will be required.
- This role requires you to have an enhanced DBS check with adult barred list, and associated costs will be met by the employer.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee: **Date:**

Person Specification

Job title	Living Well Assistant
Band	Band CD
Team/department	Living Well at Home Service

Requirement	Essential / Desirable
Personal Qualities • Compassionate, caring and respectful approach. • Commitment to promoting dignity, choice and independence. • Reliable, trustworthy and professional. • Patient, empathetic and non-judgemental. • Flexible approach to working hours to ensure the service always has enough staff to support clients	 Essential Essential Essential Essential Essential
Other Requirements • Full driving licence • Access to a vehicle for work purposes	 Essential Essential
Knowledge and Experience • Awareness of safeguarding principles and the importance of maintaining confidentiality. • Experience of supporting older, vulnerable or disadvantaged people in a paid, voluntary or personal capacity. • Understanding of person-centred support and promoting independence. • Previous experience working in domiciliary care, home support, social care, health care or community services. • Experience of supporting individuals to access community activities and services. • Experience of using electronic care management or recording systems.	 Essential Desirable Desirable Desirable Desirable Desirable
Skills and Abilities • Fit and able to carry out practical tasks as outlined • Excellent communication and interpersonal skills.	 Essential Essential

• Ability to build positive and professional relationships with individuals, families and other professionals. • Ability to work independently and use initiative while recognising when to seek support. • Good organisational and time management skills. • Ability to maintain accurate records using digital systems and mobile applications. • Ability to adapt support to meet the changing needs of individuals. • Level 2 Qualification in Health and Social Care (or equivalent). • First Aid qualification.	Essential Essential Essential Desirable Desirable Desirable Desirable